



DCS
DEPARTMENT OF CHILDREN'S SERVICES
STATE OF TENNESSEE

Weekly wrap up

Friday, September 2, 2005

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KATRINA

DCS JUMPS INTO THE BREACH

'Volunteer Spirit of these hard-working DCS staff'

Fifteen East Regional staff were tired, but they felt that they had assisted in something worthwhile. In Knoxville Thursday night, they worked the telephone bank for the WATE TV6 "Disaster Relief Telethon" that benefited the American Red Cross in support of the Gulf coast hurricane victims.

Over 87 staff volunteered to participate by end of day, but space was supposed to be limited to the first twelve who had called and confirmed that they'd be there. When an extra three staff arrived unexpectedly, they were quickly put to work on spare telephones in the newsroom at the TV station. A total of over \$217,500 was raised during the 4-hour event.

Bill Evans, Director of Community Relations for WATE-TV 6, publicly acknowledged that "This event would not have been successful without the volunteers of the Department of Children's Services East Region's staff."

News anchor Lori Tucker interviewed one of our folks on camera and made several positive remarks about the "volunteer spirit of these hard working DCS staff."

Those who couldn't participate will have the opportunity to assist over the coming Labor Day Weekend, when they can man the phone banks at the American Red Cross Office in Knoxville from 8:00AM until 11:00PM each day.

RA Kirk Lane encouraged all DCS staff to participate in their local communities' relief efforts, or by making donations to the American Red Cross Disaster Relief Fund for the victims of Hurricane Katrina.

-- Kirk Lane

TENNESSEE REACHES OUT TO DISPLACED STUDENTS

Governor Bredesen announced plans yesterday to open Tennessee's public colleges and universities to students from Mississippi, Alabama, Georgia and Louisiana schools that have been closed due to storm damage. The University of Tennessee and Board of Regents systems are making arrangements to allow students from these effected institutions to continue their studies in Tennessee. Eligible and interested students should call **800-669-2678** which rings at the University of Memphis admissions office. They will serve as the facilitator for both Board of Regents Schools and the University of Tennessee.

PLEASE MAKE SURE THAT ALL PEOPLE WHO ANSWER CALLS ARE AWARE OF THIS PROGRAM AND THIS TOLL FREE NUMBER.

Charting the Course to Excellence



NICE HATS: Tom Riche, Stacey Boraski, Viola Miller, Williams Haynes

In the first of a series of staff development events, "Charting the Course to Excellence" was the theme for a recent Training for Trainers conducted by the TN Center for Child Welfare (TCCW) on the campus of Middle Tennessee State University.

Commissioner Miller welcomed the group of trainers and led them in an exercise 'testing' their recognition of various training competencies. Also on hand was William Haynes, Executive Director Human Resources who gave a historical perspective of DCS as an agency: Where We Were, Where We Are, and Where We're Going. Ken Steverson, Executive Director, Office of Juvenile Justice enlightened everyone on Youth Development Centers and presented statistics on the juvenile justice population in the state of Tennessee. Deputy Commissioner Thomas Riche delivered a warm welcome to the trainers who had "come aboard" DCS. He also acknowledged and thanked the DCS training division and staff of TCCW for all of their hard work in "Charting the Course to Excellence".

This nautical-themed event, complete with 'sails, 'starfish' and 'sand' was well attended by over 50 new and

seasoned trainers who have the awesome responsibility of providing pre-service and in-service training to DCS staff across the state .

Trainers were engaged in a number of staff development and educational activities to include, Learning Theory, Learning Styles, and Curriculum Overview. They were also provided the opportunity to practice and receive feedback on their performance as trainers.

All was not however, "all work and no play". The trainers had the opportunity to unwind and dine at restaurants chosen and hosted by DCS and TCCW staff. We can't wait for the next theme!

--Valerie Handy, MS

Core Leadership Meeting

Stacy Miller Presiding

August 23

“Three Things” to do for the regions

The Commissioner stated that it is our job to move into the role of continuous support to the regions. She asked CLT members to think of three things that you can do to provide support to the regions.

Stacy Miller

- TPR training in September and invite RA's and TL's from each region to attend. This will help to bridge the disconnect between with the attorneys and program staff.
- An Attorney will be present at RA meetings – Stacy Miller or Ricky Schuller will be on each RA conference call and RA meeting. The regional general counsel (RGC) from each region will rotate at each RA meeting
- Packet of bills that impact our agency – Stacy has organized the bills by chapter with a table of contents that will be given to CLT members so the information can be disseminated.

Mary Beth Franklyn

- Training for fiscal working on CSA transition and resource management about TennCare covered services.
- Technical assistance for RA's
- Mary Beth will contact health advocate representatives every other Monday to ask what we need to be successful. The purpose of this contact is to remove duplicate work and ask how we can help them
- Highlight success of region to TennCare management

Bonnie

- Commissioner and some staff will be doing training on management late September
- Certification process for experienced staff – message needs to be strength based and identify areas for skill building

Colette

- Recruitment of minority vendors -regions need training on correct forms process so vendors can get paid and relationships maintained.

Next Meeting: Ken Steverson, Debra Valentine, Rhonda Simpson, and Brenda Bell.

IST Update (Bonnie Hommrich, Judy Cole, and Elizabeth Black)

The IST continues to grow in memberships by adding support people. Judy explained we continue to struggle with data and want to understand it better to help regions with their work. The data is able to drill down into data sets for example, zero contact visits, counties and individuals. The Commissioner stated we are heading in the right direction. The data should help with data cleanup. It is important that information is entered into TnKids because the data reports can only provide information that has been entered.

Implementation Plan supports- Data will be given to the regions at the end of this week. Daryl is working on a process of lessons learned to share between the regions. Rhonda has been helpful in helping us produce our own data.

Planning and outcomes

Focused on relationship outcomes and our work with families. Linda Bayless has been doing coaching and mentoring with CFTM Excellence person. How do we make plans come alive and be meaningful to children and families?

Commissioner felt we are getting our arms around region by region and next step is to drill down to the counties.

The Commissioner encouraged CLT members to attend regional Cross-functional team meetings.

Elizabeth suggested that we form a team to address needs identified by the regions.

Web Applications – final project list

Michael Price provided a handout on the Web Application Project list to prioritize web applications. A level of effort will be identified by OIS to develop a timeline when the application is completed. The Commissioner stated we have to move forward on this process. A business analyst will contact stakeholders this week.

State CQI

Eric Henderson and Daryl lead a discussion on the use of Domain CQI teams. In an effort to reduce multiple meetings a proposal was made to incorporate many meetings into the specific domain CQI meetings. A handout was provided to CLT members that explained the meeting frequency, duration, team composition, and documentation process. CLT members are to email Eric and Daryl if they have interest in becoming domain leaders as well as participants in certain domains by 2pm. Friday.

-- Eric Henderson